



500 West Big Beaver
Troy, MI 48084
troymi.gov

Troy Fire Department

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PURPOSE

Historically, the Troy Fire Department has been using the badge number for access to online systems such as FirePATS, the FDIntranet, and Guardian Tracking. This process is outdated and may leave the city's computer infrastructure susceptible to cyberattack. We have created new logins to allow for a single password to be used with all the systems, as well as enforcing stricter security policies. In addition to the new network logins, email accounts have been created for all members and will be used to supplement our existing text messaging. Over the coming months, our next step will be to convert FirePATS and the FDIntranet to use the new logins. In the near future, this account will also allow access to OnBase for electronic dissemination of documents and online training, as well as for the new station tablets for apparatus checkouts.

EMAIL VS TEXT MESSAGING

The email system should be used to send longer messages that are less urgent than a text message. If your message can be conveyed in one paragraph or less, send a text message. If your message is longer than one paragraph, send an email. A message should only be conveyed through the text message system or the email system. Using both systems is redundant and can lead to confusion.

ACCOUNT INFORMATION

Most usernames will follow the pattern below:

Name: Robert D. Bittner

Domain: TROY

Username: BittnerRD (Lastname + First Initial + Middle Initial)

Full Account Information: TROY\BittnerRD

Initial Password: Password1

Email Address: Rob.Bittner@troymi.gov (Firstname.Lastname@troymi.gov)

If you are a current employee for the City of Troy, and you have an existing email and login, your account information / login will not change.

There will be a few exceptions due to similar names. We will inform you of your username in that case.

ACCESSING EMAIL

You can access email online by browsing to <https://webmail.troymi.gov>. Once there, enter your full account information (such as TROY\BittnerRD) and your password.

You may also access email via your mobile phone through either the stock email program, or any 3rd party program that supports Exchange Accounts. Due to the varying software versions and applications available, below is the general information required to setup:

Email Address: john.doe@troymi.gov

Domain\username: troy\doejs (Lastname + First Initial + Middle Initial)

Password: *****

Exchange Server: webmail.troymi.gov

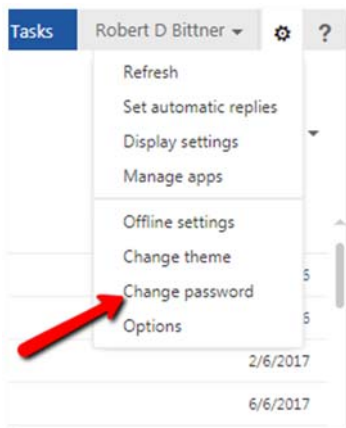
Use Secure Connection (SSL)

CHANGING PASSWORD

When your account is created, you will initially need to change your password. In addition, you will need to change it every 90 days. You will be prompted to change your password when it expires when you log in to computers on the City network or online.

FROM A CITY COMPUTER: If you want to change your password before it expires from a Windows PC, hold Ctrl-Alt-Del and choose change password.

FROM OUTSIDE OF THE CITY COMPUTER SYSTEM: If you want to change your password online, through the webmail site, before it expires, you can click the gear icon in the upper right and choose "Change password"



PASSWORD REQUIREMENTS

Passwords must be different than the last 10 passwords used

Passwords must be at least 8 characters

Passwords must use at least 3 out of 4 of the character categories below

Character category	Examples
Uppercase letters	A, B, C
Lowercase letters	a, b, c
Numbers	0, 1, 2, 3, 4, 5, 6, 7, 8, 9
Symbols	` ~ ! @ # \$ % ^ & * () _ - + = { } [] \ : ; " ' < > , . ? /